

**Statement of Work
For
Employee Assistance Program**

I. Introduction

42 U.S.C. 4541 (Public Law 91-616, as amended) and U.S.C. 1101 Public Law 92-255, as amended) provides that Federal agencies shall be responsible for developing and maintaining appropriate prevention, treatment, and rehabilitation programs and services for Federal civilian employees with alcohol or drug problems. Additional legislation has authorized agencies to extend these programs to other personal problems that adversely affect job performance. Where feasible, these program services should be extended to families of employees with such problems and to employees with alcohol or drug dependent family members. The goal of the Employee Assistance Program (EAP) is to assist employees in achieving optimal job performance through resolution of problems caused by misuse of drugs, alcohol, or due to other personal, emotional, or behavioral problems. In order to accomplish these objectives, Bay Pines VA Healthcare System has established EAP services that provide counseling and assistances stated above to employees of this organization in all areas where our employees work, ranging north from Palm Harbor, Florida, south to Naples, Florida, and east to Sebring, Florida. The specific requirements are set forth in the Bay Pines VA Healthcare Employee Assistance Program.

II. Scope

The Contractor shall provide counseling and referral services (C/RS) to employees of this organization in all areas where our employees work, ranging north from Palm Harbor, Florida, south to Naples, Florida, and east to Sebring, Florida.

An Employee Assistance Program (EAP) is designed to assist work organizations address productivity issues by providing:

- (1) High quality assessments
- (2) Short-term problem solving
- (3) Referral
- (4) Follow-up services

These services shall be available to Federal employees and family members (where appropriate) covered by this program. To empower employees to resolve personal problems that impact or may impact employee conduct and work performance in the quickest, least restrictive, most convenient and cost effective manner possible. The range of problems addressed by the EAP includes any problem that may adversely impact job behavior, performance, productivity, attendance and/or conduct. These include but are not limited to emotional issues including relationships, problems at work, assistance in handling issues with children, anxiety or depression, job pressures, marital conflicts, grief and loss, and empty nesting, alcohol and substance abuse, including illegal drug related issues, managed behavioral health, disability assisting helping to shorten duration of an employee's absence, lifestyle coaching, weight management, financial helping employees manage stressful financial challenges, legal affairs including guidance in divorce, adoption, and real estate to reduce absenteeism and increase productivity. Furthermore, EAP services include educational programs to employees, available via computer connection, and EAP provider speakers/facilitators to present on a variety of employee/family/work-life balance topics to large audiences.

This agreement provides for a comprehensive EAP delivering short-term, problem-focused counseling and a variety of services as described below. Qualified professional counselors shall provide EAP services.

A. Access

24 hour-a-day/7 day-a-week toll-free telephonic access to EAP staff including master's level, licensed employee assistance program clinicians, with registration and assistance availability via the internet. Face-to-face counseling services are available for up to 3,800 Bay Pines VA employees through hundreds of affiliate licensed providers at multiple sites which are convenient to employees.

B. Counseling

All counselors assigned responsibility for any part of the intake, counseling, and referral process with employees, dependents or supervisors shall have at least the following minimum qualifications:

1. A Masters Degree in psychology, counseling or clinical social work from an accredited college or university.
2. A minimum of five years (may be combined) in the following:
 - Clinical and work experience providing EAP assistance to business, industry or government agencies in order to assess the probable cause of an employee's work performance problems or misconduct.
 - Demonstrated knowledge in the area of alcoholism and other chemical dependencies.
3. All counselors shall have licenses, permits, and insurance required by laws to perform the services covered by this contract.

On-site counseling and after hour services are also accessible as needed. Employees may be referred to the program through self-referral, supervisor and labor representative initiated referrals, drug-testing programs, occupational health units, or other sources.

Employees of participating Federal organizations who may be affected by emotional concerns, alcohol, drug, or other personal problems shall be offered up to six confidential EAP visits which include assessment, short-term problem solving, referral if needed, and follow up services. Family members, whose problems are related to the employee's problems, may also receive service regardless of whether or not the employee is a client of the EAP. Employees requiring specializing or long-term, on-going counseling shall be helped by the EAP counselor by referral to established community resources and facilities for treatment and rehabilitative care.

C. EAP Orientation and Supervisory Training

Supervisors, managers, labor representatives, and others as deemed appropriate by management shall be provided consistent, ongoing information about the range of services available through the EAP. Their roles and responsibilities in the successful implementation and use of the EAP shall be explained, including techniques and procedures for referring employees to the counseling service.

Employees shall receive an orientation about the range of services provided by the EAP and how to access the program. Live or on-line presentations or other methods of presentation may be used for EAP program orientation purposes.

D. Health Promotion and Education of Employees

The EAP shall conduct an ongoing program of health promotion and education with emphasis on job performance issues and problems. Established marketing strategies shall be utilized to familiarize employees with the services available through the EAP. The number of work-life, health, and wellness sessions shall be determined in consultation with the Bay Pines VA Healthcare System's Human Resources Service and shall be based upon the number of covered employees and the needs of the agency.

E. Critical Incident Stress Management (CISM)

The EAP shall provide consultation to agency management in the development of agency plans for handling and responding to traumatic events. The EAP shall provide counseling services to employees who have experienced a traumatic event so as to decrease emotional stress and increase overall functioning. Counselors shall be available to provide face-to-face individual and/or group support to those who have experienced threats or actual acts of violence, suicide, or as natural or man-made disasters, severe injury, death or any situation that might have psychological, legal, and/or media impact on an agency.

EAP Services on the Internet

The EAP Website provides access to EAP resources. The site provides information, tools, individual and family counseling information, along with other resources to support employees and their families with work, home and daily life needs.

F. Legal/Financial Services

EAP's Legal service and Financial Service programs shall be available to employees and family members. Licensed attorneys, who practice in applicable state, shall provide consultation and referral services for a wide range of legal issues. Qualified financial consultants shall provide telephonic consultation on general tax information, financial planning, investment strategies and family budgeting. Legal and financial referrals are not endorsements or recommendations of any specific attorney, law firm or financial advisor. The responsibility of selecting and employing an attorney or financial advisor shall lie solely with the employees.

G. Newsletter

The EAP shall provide a health and wellness newsletter to all covered employees. The newsletter shall be available for individuals in electronic format and issued to the Bay Pines VAHCS Human Resources representative for publishing internally. Articles focus on both physical and mental wellness to increase productive, healthy, employees.

EAP ACCOUNT MANAGEMENT:

A. Introductory Employee Communications

The EAP provider shall produce and supply to each Agency employee introductory brochures, wallet cards to provide one to each employee plus an additional ten (10) percent. The number of posters distributed shall be determined in consultation with the Human Resources representative and be based upon the number of covered employees and the needs of the agency. The EAP provider shall supply additional copies of brochures, wallet cards, and posters as needed, thereafter. The EAP provider shall mail brochures, wallet cards and posters to the Agency's location and up to one (1) additional location. Any materials requested beyond those provided or to locations beyond the first two shall be at the Agency's expense. Any customization of the materials shall be at the Agency's expense.

B. On-Going Promotional Materials

The EAP provider shall periodically provide the Agency, in electronic format or reproducible template format, advertising and promotional materials regarding EAP services.

C. Management Reports

The EAP provider shall provide the Agency with statistical reports on a quarterly basis. These reports shall provide utilization of EAP services, to include statistical breakdown between gender, race, age, and whether the user of EAP services is an employee and/or family member. No names will be shared.

D. Technical Website Support

During the term of the contract EAP provider shall maintain their website with up-to-date information, clear and easy-to-use registration instructions, and responses to questions or concerns presented by employees within three hours.

E. EAP Liaison Role

The Human Resources Representative shall serve as the EAP Liaison for the Agency and shall coordinate the scheduling and internal promotion of all supervisor training, employee orientations, and other health promotion activities. The EAP Liaison may be asked to represent the organization at meetings to discuss the operation of the program.

F. EAP Professional Staff

The EAP provider is comprised of experienced EAP and behavioral health experienced professionals who provide added value through professional guidance and oversight of services including carrying out a multi-faceted quality assurance program over a broad geographic area ensuring top quality service delivery in an expeditious manner .

III. Confidentiality

The Contractor shall plan, develop, use, maintain and manage a Record System in accordance with applicable laws relating to alcohol and drug prevention, treatment, and rehabilitation; the Privacy Act of 1974; and any other applicable laws, regulations, and guidelines governing confidentiality of counseling and medical records. The Contractor shall be subject to the penalties imposed by such laws for improper disclosure. The Record System must be approved by the COR prior to implementation. The Contractor shall have an approved system in place no later than 15 days after contract award.

The Contractor shall be responsible for maintaining complete, individual case files for every employee or family member who utilizes the counseling services. The case files will include the required data from laws and regulations, which must be reported to the COR on a quarterly basis (see A.6.2). Such records must be maintained in accordance with the confidentiality requirements of:

1. The Privacy Act of 1974, Public Law 93-579;
2. Public Law 92-255, as amended by Public Law 93-282, 42 C.F.R. Part 2 (2001), Confidentiality of Alcohol and Drug Abuse Patient Records; and,
3. 45 C.F.R. Parts 160, 162 and 164 (implementing provisions of the Health Insurance Portability and Accountability Act (HIPAA) of 1996, Public Law No. 104-191.

Before the release of any confidential information, the client's signature is required. This signature allows for the flow of information between the client, the program, and the requisite organization. Disclosure may occur when there is a danger to self, others, or property as outlined in the Statement of Understanding signed by the employee and as authorized by law.

All counseling records are owned by independent clinical providers with associations with EAP provider and are maintained in the strictest confidence. All information contained within the counseling records is considered privileged, and under the protection of the Privacy Act of 1974, Pub.L. No. 93-579m 88 Stat. 1897 (1974) (codified as amended at 5 U.S.C., 552a (1999))| 42 C.F.R. Part 2 (2001), Confidentiality of Alcohol and Drug Abuse Patient Records ("the Confidentiality Regulations"); and Pub.L.No. 104-191, 110 Stat. 1936 (1996)), as applicable.

Counseling records are used as documentation of the services rendered and/or as a source document for obtaining statistical data for EAP management use. No record will be released except as permitted by the Confidentiality Regulations, the Privacy Act, and as otherwise authorized by law.

IV. Evaluation Criteria

The Government will award a firm fixed priced contract to the responsible offeror determined to meet or exceed the criteria described in the Statement of Work. Offeror shall demonstrate their ability to meet these factors within their quote in accordance with Paragraphs I-III below, and offers shall meet the minimum qualifications below in order to be evaluated. All technical factors, sub-factors and past performance, when combined, are significantly more important than price. Technical shall be rated as Excellent, Good, Satisfactory, Poor, and Unsatisfactory.

I. Technical

A. Complete Outline of EAP as described within the SOW. (Paragraph II, A-G).

An acceptable Outline at a minimum shall:

- 1) Demonstrate how each required service will be performed and managed
- 2) Designate Key Personnel
- 3) Provide Access Numbers
- 4) Contingencies

B. Counselor(s) Qualifications as described within the SOW. (Paragraph II, B).

An acceptable listing of Counselor Qualifications at a minimum shall:

- 1) Identify Counselor by Full name
 - 2) List hired position with company
 - 3) List degrees, licenses, permits, Insurance, and all required credentials
 - 4) List years' experience performing EAP counseling
- OR
- 5) Provide resumes of all personnel to perform this requirement and a certified company declaration the information provided in the Resumes is accurate and true

II. Past Performance.

Acceptable past performance shall at a minimum provide:

1) Offerors shall provide a minimum of three (3) identified references when submitting their quote. Emphasis will be on recent, relevant past performance. Recent is defined as work performed within the last three (3) years. Relevant is defined as work similar in size and scope of the work described in the Statement of Work (SOW). Since the Government may not necessarily interview all of the sources provided by the offerors, offeror shall explain the relevance of the data provided for each reference. Offerors are reminded that the Government may elect to consider data obtained from other sources.

2) Evaluators may validate the information on past performance by contacting the points of contact directly, via email, or by phone. POC information should be documented and be available upon request.

3) Offerors with no relevant past performance or whom information is not available, shall not be evaluated favorably or unfavorably on past performance.

III. Price

- 1) The offeror shall complete the Price/Schedule.